

AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS

TYPE: ☒ IXC ☒ CLEC ☐ ILEC ☐ Wireless

CERTIFICATED COMPANY INFORMATION

Time Warner Cable Information Services (South Carolina), LLC _____
 Company Name
 Time Warner Cable _____ 888-890-7515
 Dbaf/ka _____ Telephone #
 60 Columbus Circle, _____
 Mailing Address
 New York, NY 10023 _____
 City, State, Zip Code
 1845 Assembly Street _____
 Business Location
 Columbia, SC 29206 _____ Richmond
 City, State, Zip Code _____ County

REGISTERED AGENT INFORMATION

Registered Agent: C T Corporation System _____
 Mailing Address: 2 Office Park Court, Suite 103 _____
 City, State, Zip Code: Columbia, SC 29223 _____

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

- A. Charlene Keys 3347 Platt Springs Road West Columbia, SC 29170
General Manager (Include address if different than above.)
 803- 744 -5497 / 803 251 5345 / charlene.keys@twcable.com
 Telephone Number Facsimile Number E-mail Address
- B. Matthew Wesley Brown 101 Innovation Avenue Morrisville, NC 27560
Customer Relations /Complaints Representative (Include address if different than above.)
 919-654- 4031 / 919 -654- 4048 / matthew.brown2@twcable.com
 Telephone Number Facsimile Number E-mail Address
- C1. Stacy S. Hannah 13820 Sunrise Valley Drive Herndon, VA 20171
Customer Relations / Complaints Representative for Escalated Complaints (Include address if different than above.)
 703-345-2455 / 704-697-4579 / stacy.hannah@twcable.com
 Telephone Number Facsimile Number E-mail Address
- C2. 888-890-7515
Customer Contact (Toll Free Number)
- D. Tom Gaebel
Engineering Operations (Include address if different than above.)
 803-251-5305 / 803-251-5311 / tom.gaebel@twcable.com
 Telephone Number Facsimile Number E-mail Address
- E. _____
Test and Repair (Include address if different than above.)
 888-890-7515 / N/A / https://www.timewarnercable.com/Carolinas/about/contactus.ashx
 Telephone Number Facsimile Number E-mail Address Form

F. Customer Service - Request Customer Complaint or General Manager contacts listed above
Emergencies (During non-office hours)
888-890-7515 / 803 251 5345 / <https://www.timewarnercable.com/Carolinas/about/contactus.ashx>
Telephone Number Facsimile Number E-mail Address Form

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

G. Julie P. Laine 60 Columbus Circle New York, NY 10023
Regulatory Officer (Include address if different than above.)
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

H. Dual Party Mailings (Name)
Mailing Address
/ /
Telephone Number Facsimile Number E-mail Address

I. Julie P. Laine
Interim LEC Fund Mailings (Name)
60 Columbus Circle, New York, NY 10023
Mailing Address
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

J. Ann Reitter
Universal Service Fund Mailings (Name)
7910 Crescent Executive Drive, Charlotte, NC 28217
Mailing Address
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com
Telephone Number Facsimile Number E-mail Address

K. Ann Reitter
Gross Receipts Mailings (Name)
7910 Crescent Executive Drive, Charlotte, NC 28217
Mailing Address
704-731-3123 / 704-731-1186 / ann.reitter@twcable.com
Telephone Number Facsimile Number E-mail Address

L. Julie P. Laine
Lifeline Mailings (Name)
60 Columbus Circle, New York, NY 10023
Mailing Address
212-364-8482 / 704-973-6239 / julie.laine@twcable.com
Telephone Number Facsimile Number E-mail Address

Stacy S. Hannah
This form was completed by (print name)


Signature

Senior Manager, Regulatory
Title

April 1, 2010
Date

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211

Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201

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